

**Presentation to LOC**  
**November 20, 2008**  
**By**  
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**(MHP)**  
**(Serving Burke and Catawba Counties)**

A. The Importance of Stability in the Mental Health System

1. Personal history of 27 years, 6 Secretaries, 15-16 Division Directors.
2. MHP experience with merger: Burke and Catawba Counties combined for a total population of 241,700. Served 7700 people in FY 07-08.
3. Constant transition from one structure to the next leaves no room for creative and proper focus on consumer services. Quality development of providers is a major need. Creating an atmosphere of stability is critical within an ever changing world.
4. MHP Successes: Crisis services, pulling providers and community together to address a wide range of problems, CIT efforts, the insertion of services into high risk environments like homeless shelters and jails.

B. The importance of work/vocational opportunities. The Wider Economic Climate Impact on the delivery of mental health services and consumer recovery. It is very difficult for consumers to compete in a market where unemployment is high and there are too many qualified workers for each available job. MHP operates where unemployment is 8.9%, and where numerous over qualified workers for each available position. A stronger emphasis needs to be placed on day activity programs and psychosocial rehab programs where consumers can be engaged.

C. Consumer stories: (if we lose sight of the people impact, the systems issues are meaningless)

D. System issues:

1. Simplification: MOST PROCESSES ARE TOO COMPLEX AND CUMBERSOME. Commit to a standardized electronic medical record (EMR) and the application of standard IT systems.
2. As \$ are reduced, reduce overhead and performance expectations.
3. Importance of viable service rates for providers. Increasingly providers find it difficult to deliver services at the current rates. Universal freezes on inflationary increases in the world of Medicaid might work where there is a mix of different pay sources. But when State dollars and Medicaid are the only sources of pay, such policies put a major squeeze on the ability to deliver and keep a stable work force.
4. Limit kind of providers to:
  - a. Non-profits Organizations
  - b. Governmental Organizations
  - c. Faith Based Organizations
  - d. For-profits with a 5% cap on profits
5. Matters of guardianship. MHP has 94 wards. Important public agency role that is not financially recognized. Current statutes need to be altered to reflect national standards. The Institute of Government has a nationally recognized expert in John L. Saxon who is most familiar with these uniform national standards and is a great informational resource to offer advice.
6. Questions??